

PAHC NEWS

News and Information about Patterson Army Health Clinic

Commander's Update – COL Eric Olins

We are now 5 months from closure. In the December edition, I encouraged you to visit the TRICARE Service Center (TSC) for assistance in locating and enrolling to a new primary care manager. Again, some of you have been proactive in doing this, many have not. The TSC staff continues to report that there are still many beneficiaries in our area who have not begun to explore their options. I cannot reiterate how important it is for you to start doing so now. Waiting until the last minute will cause frustration and the sooner you make these important decisions, the easier this transition will be. I cannot guarantee how long the TSC will remain within Patterson. Health Net Federal Services, our TRICARE contractor, oversees the management of all the TSC's. With the upcoming closure of PAHC, plans are being made to relocate or possibly consolidate service centers which may mean our TSC could be consolidated into the one at Joint Base McGuire. Our TSC staff can assist you in determining which TRICARE option is best for you and help you find a new primary care manager. Come in now and speak with them, before they move. They know our catchment area and providers in our area. If you have not already requested a copy of your medical records, it is time to do so. We are busy retiring medical records and once retired, it may take several months to be retrieved from the archives in St. Louis. Stop by the Medical Records desk, located across from the Pharmacy, to formally request your copy. It will take 4-6 weeks for our staff to make a copy of your records. We know how difficult it is to accept the fact that Fort Monmouth and Patterson Army Health Clinic are closing, taking action now will ensure a smooth transition of your care to another provider. The staff at the TSC, located on the first floor of PAHC, across from the elevators, is available to assist and answer your questions. You may also contact Health Net Federal Services at 1-877-TRICARE (1-877-874-2273) or visit them at <https://www.hnfs.net/common/home/> and review these plans.

ARE YOU UP TO DATE IN DEERS?

Did you know that mistakes in DEERS can cause problems with accessing care and processing your TRICARE claims? You are responsible for ensuring your information (address, phone number, etc.) in DEERS is up to date. To verify or update your information, visit a uniformed services personnel office (to find one near you call 1-800-538-9552). You may fax changes to DEERS at 1-831-655-8317. On-line changes can be made by going to www.tricare.mil/DEERS. Lastly, you may mail changes to DEERS at:

Defense Manpower Data Support Office, ATTN COA,
400 Gigling Road,
Seaside, CA 93955-6771.

PAHC News:

is a newsletter highlighting news and information for our beneficiaries both before and after our closure date

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PRIME. STANDARD. EXTRA. TFL... WHICH ONE ARE YOU?

With the upcoming closure of PAHC, many beneficiaries are just now beginning to question what TRICARE benefits they have. It is very important to know your TRICARE status and the pros and cons of each of the TRICARE plans. It is impossible to review each of these in a newsletter which is why we continue to encourage you to visit the TSC or go online to www.hnfs.net or www.tricare.mil to learn about these plans.

TRICARE Prime: Is a managed care program that requires enrollment. Active Duty (AD) and AD family members do not pay enrollment fees. All other eligible beneficiaries pay enrollment fees. Enrolling in Prime requires assignment to a Primary Care Manager (PCM). The PCM will oversee your care, file your claims (in most cases) and refer you to specialists when medically indicated. If you see a specialist without a referral, you will incur Point of Service (POS) charges. Prime offers fewer out of pocket costs than Standard or Extra.

TRICARE Standard: Is a fee for service program that does not require enrollment. Your military ID card is your proof of eligibility for TRICARE Standard and Extra. You may receive care from any TRICARE authorized non-network provider. Standard and Extra do not require you

to have a PCM. You pay annual deductibles and cost shares. TRICARE Standard is available world-wide.

TRICARE Extra: Is a preferred provider plan that does not require enrollment. You may receive care from any TRICARE network provider. You pay annual deductibles and discounted cost shares by seeing a network provider. These are higher costs than Prime but lower than Standard. In most cases, providers will file claims for you. This program is only available within the Continental United States.

Note: If you use Standard or Extra and have other health insurance, TRICARE will be the secondary payer. Standard and Extra are available for beneficiaries who choose not to enroll in Prime. As a Standard or Extra beneficiary, military treatment facility (MTF) care is available on a space available basis only. AD Service members must be enrolled in Prime.

TRICARE For Life: (TFL): Offers Medicare wraparound coverage to beneficiaries regardless of age, provided they are entitled to Medicare Part A and also have Medicare Part B coverage. You must have Part B to be eligible for TFL. Under TFL, you may receive care from any Medicare provider. For services covered by both Medicare and TRICARE, Medicare pays first and TRICARE pays second, you

pay nothing. For services not covered by Medicare but covered by TRICARE (and vice versa), they pay their portion and you are responsible for applicable deductibles and cost shares. For services not covered by either, you are responsible for the entire bill. If you have other health insurance, steps may be required to coordinate benefits. Contact the TFL program administrators (Wisconsin Physician Services) at 1-866-773-0404 or www.tricare4u.com.

US Family Health Plan (USFHP): A DoD sponsored TRICARE Prime option, available to all beneficiaries, including those age 65 and over, regardless of Medicare status. Enrollment into the USFHP requires that you see their providers. As a USFHP member, you are not eligible to be seen or receive services from any MTF or TRICARE providers. In our area, this program is administered by St. Vincent's Catholic Medical Center. To learn more about USFHP go to www.usfhp.net

Did you know? Dependent parents and in-laws are not covered under TRICARE. They can be seen in MTF's only on a space available basis. You may have to obtain health care coverage for them through a civilian insurance carrier. If they are age 65 or older, they may be eligible for Medicare. Go to www.medicare.gov for details.

TRICARE MAIL ORDER PHARMACY – FREQUENTLY ASKED QUESTIONS

Q: If I currently have a 30 day supply of medication on hand should I sign up today for TRICARE Home Pharmacy Delivery? **A:** Yes! Having a 30 day supply on hand is optimal for making the switch. If you have less than 14 days of medication on hand, you should get your refill at the PAHC Pharmacy and ask the pharmacist to transfer your remaining refills to Home Delivery. Or pick up a 30 day supply at a retail pharmacy, then contact the Member Choice Center at 1-877-363-1433 to request conversion of your retail prescriptions to home delivery.

Q: What are the copayments for home delivery?

A: Copayment comparison for 90 days supply

Type of Drug	Retail network co-pay	Mail Order co-pay	Your Savings
Formulary/Generic	\$9	\$3	\$6
Formulary/Brand	\$27	\$9	\$18
Non-Formulary	\$66	\$22	\$44

**Active Duty is \$0 co pay. Chart does not include non-network retail pharmacies.*

Q: I have other health insurance (OHI) but don't use their pharmacy coverage. I can't disenroll because I use the medical portion. Can I use Home Delivery as my primary payer for prescriptions? **A:** Since your OHI provides prescription coverage, you must use it first to cover the costs of your prescriptions. You may use Home Delivery only if your OHI does not cover the medication needed or your OHI prescription coverage has been exhausted.

Q: Can I check on the delivery status of a prescription I ordered from Home Delivery? **A:** Yes, you can check on the status by calling 1-877-363-1303.

Q: Can I receive brand name medications through Home Delivery if I can't tolerate the generic version? **A:** Home Delivery is a generic pharmacy service. Brand name drugs for which a generic is available may be filled only if your doctor or other health care provider completes a Medical Necessity form for the brand name.

Q: Can Home Delivery ship medications that need to be refrigerated? **A:** Yes. Prescriptions that require refrigeration will be shipped in cold packs. Refrigerated medications cannot be shipped to APO/FPO addresses.

Q: I have my prescription filled through Home Delivery. How soon can I request refills? **A:** You may request a refill after you have used 66% of your medication. If you send in your refill before the allowable date, Express Scripts will hold it until the first available fill date and automatically send it to you. You can also request automatic refills by prescription so you never have to worry about missing a refill date.

Q: How long will it take to receive my prescriptions through Home Delivery?

A: You can expect your order to arrive at US postal addresses within 14 days.

Q: Can I use the Express Scripts Website to order refills through Home Delivery? **A:** Yes, you must activate your TRICARE Pharmacy Home Delivery online account on the Account Activation page, then follow the steps below:

1. Visit www.express-scripts.com/TRICARE

2. Enter your user name and password

3. Follow the prompts to refill your prescription.

Q: Can the pharmacist at PAHC transfer my prescriptions to Home Delivery?

A: Yes, just ask them next time you are here. When PAHC transfers your refills, you do not need to complete any paperwork for enrollment; it's all done for you.

Important BRAC Dates

AS OF

1 Jan 2011

PAHC ceased performing Line of Duty (LOD) evaluations on NG and Reserve Soldiers

30 Jun 2011

Patterson Army Health Clinic closes

(includes all clinics, lab, X-ray and Pharmacy services)



GOOD TO KNOW INFORMATION

- Please note that PAHC follows the same directive of the post for weather emergencies. When Fort Monmouth is closed or has a delayed opening, so does PAHC. To find out the operating status of Fort Monmouth & PAHC call the CECOM Hotline at 1-888-77-CECOM (1-888-772-3266)
- Please note that Patterson Army Health Clinic will be closed on Monday, 21 February 2011 in observance of President's Day.
- To make or cancel an appointment at PACH, please call the appointment line at 1-800-683-8134 or 732-532-1764/6590. If you must cancel an appointment, please give us as much advance notice as possible so we may offer that time to another patient. Thank you!
- Ladies, if you have had your mammograms done at PAHC, you need to come in and pick up your films. These will be needed for comparison studies at the next facility you go to. If you are unsure whether or not you had this test done at PAHC, contact the Radiology Department at 732-532-3195 and they can check the files for you.
- This newsletter is for you! We welcome your feedback, input and suggestions. Please note that the April edition will be our last. If there is something you would like to have us address, now is the time to let us know! Contact our Patient Representative, Michele Steinert, at 732-532-1328 or by e-mail at Michele.Steinert@us.army.mil with your ideas, comments and questions.

PATTERSON ARMY HEALTH CLINIC

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